

**Department Of Correction**

Official Title:     **Student Intern**

Position Type:   **Internship**

Posting ID #:   **045**

**INTERNSHIP INFORMATION**

Salary:   **Unpaid**

Number of Vacancies:   **2**

Location:   **Bridgewater, MA**

Internship Track: **Office of  
Technology and Information  
Services (OTIS)**

Hours/Schedule: **M-F 8:00 – 4:00**

Duration:   **Full Semester**

**Position Description:**

This position assists staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, inventory and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems.

**Responsibilities/Major Duties:**

Troubleshoot and replace laptop and PC hardware such as CD-Rom, hard drive, floppy drive, motherboard, power supply, computer fan, NIC, monitors, LCD screens. Equipment Setup, hardware upgrades, hardware disposal, loaner program, asset inventory, software inventory, remote imaging, relocation, remote and automated updates, and remote support. Handle problem recognition, research, isolation, resolution and follow-up for difficult user problems, referring more complex problems to next level of technical staff. Participate in IT Support queue, which will result in assigning and prioritizing open issues.

**Preferred Qualifications:**

Knowledge of Microsoft Windows, Intel based PCs, demonstrated hardware and software knowledge, and an ability to interact with individuals of varying computer skills required. Familiarity with major software packages such as Microsoft Office, typical Internet related software, and familiarity with current computer hardware required. Additional familiarity with Symantec Ghost is desirable.

**How to apply:****Mail Internship Application to:**

Division of Human Resources

P.O. Box 946

Norfolk, MA 02056

Fax: (508) 850-5217

**For additional information or questions, please contact:**

Jim O'Gara at (508) 850-7874 or email at [JMOgara@doc.state.ma.us](mailto:JMOgara@doc.state.ma.us)

Lori Costa at (508) 850-7783 or email at [LOCosta@doc.state.ma.us](mailto:LOCosta@doc.state.ma.us)

Agency Web Address: <http://www.mass.gov/doc/>

**An Equal Opportunity/Affirmative Action Employer.**

**Women, minorities, veterans, and people with disabilities are strongly encouraged to apply.**